

**MHA is working with Northeastern University's Roux Institute on a project to look at our “clogged system” of care. The goal of the project to quantify and qualify what is occurring when people cannot access the correct level of care in an appropriate time frame. This will look at patients sitting in hospitals due to closing of nursing homes, lack of skilled nursing beds and home health, and lack of access to behavioral health services, to name a few. We hope that the final report will help direct resource allocation, policy, and programs for many sectors of healthcare.**

**Please provide the data requested in the survey as of the day that you are filling out the survey. The survey is meant to serve as a snapshot in time, so please answer the questions based upon the day that the survey is completed. If your hospital is part of a larger system, please submit a response for each hospital, as the data analysis will look at access issues from a geographic perspective. Additionally, please submit one response from each hospital, even if multiple people have different case management/ patient lists. \*\*Note, section 4 will ask questions related to patients stuck in your emergency department. Completion may require input from multiple people in your organization.**

**If you have any questions about this survey tool, please contact Sally Weiss at [sweiss@themha.org](mailto:sweiss@themha.org). Thank you for your participation.**

1. Respondent Contact Information:

Name:

Title/Role:

E-mail:

Phone Number:

2. Hospital:

3. Is your facility designated a Critical Access Hospital?

☐ Yes

☐ No

## Section 1: Questions Related to Patients Awaiting Discharge to SNF, LTC, RCF, and Home Health.

1. Total number of patients awaiting discharge to the following settings:

Skilled Nursing Facility (SNF):	<input type="text"/>
Long Term Care Hospital (LTC):	<input type="text"/>
Residential Care Facility (RCF):	<input type="text"/>
Home Health:	<input type="text"/>

2. Of the total patients reported in Question 1, how many patients require 1 to 1 supervision?

Skilled Nursing Facility (SNF):	<input type="text"/>
Long Term Care Hospital (LTC):	<input type="text"/>
Residential Care Facility (RCF):	<input type="text"/>
Home Health:	<input type="text"/>

3. Of the total patients reported in Question 1, how many patients are residents of other states that you are seeking to discharge them back to (aka, repatriating patients)?

Skilled Nursing Facility (SNF):	<input type="text"/>
Long Term Care Hospital (LTC):	<input type="text"/>
Residential Care Facility (RCF):	<input type="text"/>
Home Health:	<input type="text"/>

4. Of the total patients reported in Question 1, how many patients have been awaiting discharge for 7-13 days?

Skilled Nursing Facility (SNF):	<input type="text"/>
Long Term Care Hospital (LTC):	<input type="text"/>
Residential Care Facility (RCF):	<input type="text"/>
Home Health:	<input type="text"/>

5. Of the total patients reported in Question 1, how many patients have been awaiting discharge for 14-29 days?

Skilled Nursing  
Facility (SNF):

Long Term Care  
Hospital (LTC):

Residential Care  
Facility (RCF):

Home Health:

6. Of the total patients reported in Question 1, how many patients have been awaiting discharge for more than 30 days but less than 6 months?

Skilled Nursing  
Facility (SNF):

Long Term Care  
Hospital (LTC):

Residential Care  
Facility (RCF):

Home Health:

7. Of the total patients reported in Question 1, how many patients have been awaiting discharge for more than 6 months?

Skilled Nursing  
Facility (SNF):

Long Term Care  
Hospital (LTC):

Residential Care  
Facility (RCF):

Home Health:

8. Of the total patients reported in Question 1, how many require short-term rehabilitation beds in SNFs?

9. Of the total patients reported in Question 1, how many require the additional PT/OT before they can be discharged to a SNF/LTC/RCF/Home Care?

10. Of the total patients reported in Question 1, how many require long-term care beds in SNFs?

11. Of the total number of patients reported in Question 1, please provide the number awaiting discharge to SNF beds with geri-psych capabilities:

12. Of the total number of patients reported in Question 1, please provide the number of patients awaiting discharge who require SNF care and tracheostomy and percutaneous endoscopic gastrostomy (ie. "trached & peged"):

13. Of the total number of patients report in Question 1, please provide the number of patients awaiting discharge who require SNF care and long-term management of a vent.

14. Of the the total number of patients reported in Question 1, please provide the number of patients with bariatric concerns (>300lbs) awaiting discharge who require SNF care:

15. Of the total number of patients reported in Question 1, please provide the number of patients with dementia diagnoses awaiting discharge who require SNF care in a secure facility:

16. Of the total number of patients reported in Question 1, please provide the number of patients who are waiting for placement due to an inability to find an appropriate facility within their geographic area:

17. Of the total number of patients reported in Question 1, please provide the number awaiting discharge to facilities with Alcohol Use Disorder/Substance Use Disorder capabilities, which may include, but are not limited to, providing IV antibiotics and SUD/OD treatment:

Skilled Nursing  
Facility (SNF):

Long Term Care  
Hospital (LTC):

Residential Care  
Facility (RCF):

Home Health:

18. Of the total number of patients reported in Question 1, please provide the number of patients awaiting discharge with Substance Use Disorder (SUD) for the whom the barrier is the facility's ability to coordinate methadone/suboxone for the patient:

Skilled Nursing  
Facility (SNF):

Long Term Care  
Hospital (LTC):

Residential Care  
Facility (RCF):

Home Health:

19. Of the number of patients **awaiting discharge to SNFs** reported in Question 1, what is the number of patients with confirmed\* COVID-19?

*\* Confirmed COVID-19: Patients who had a positive COVID-19 PCR test or antigen test. Please include both patients who were admitted with a primary COVID-19 diagnosis, as well as patients with an incidental COVID diagnosis (i.e., admitted for a Maine Hospital Association Patient Throughput Survey Section 1: Questions Related to Patients Awaiting Discharge to SNF, LTC, RCF, and Home Health different reason but subsequently tested positive).*

20. Of the number of patients **awaiting discharge to SNFs** reported in Question 1, what is the total number of patients who are COVID-19 recovered awaiting discharge to SNFs:

21. We are interested in determining the primary challenges you experience in discharging patients from your acute care hospital to SNF and LTC/RCF. Please rank each of the factors below in order from most common reason for delays, with most common being 1 and least common being 16.

- |   |                      |  |
|---|----------------------|--|
| ☰ | <input type="text"/> | Denial of request for authorization from insurer                 |
| ☰ | <input type="text"/> | Delayed response from insurer                                    |
| ☰ | <input type="text"/> | Inadequate post-acute network                                    |
| ☰ | <input type="text"/> | Insurer does not provide post-acute coverage                     |
| ☰ | <input type="text"/> | COVID+ status  |
| ☰ | <input type="text"/> | COVID recovered status   |
| ☰ | <input type="text"/> | Unvaccinated status  |
| ☰ | <input type="text"/> | Staffing/capacity constraints at post-acute care facilities      |
| ☰ | <input type="text"/> | Need for specialized BH/SUD services                             |
| ☰ | <input type="text"/> | Transportation unavailable                                       |
| ☰ | <input type="text"/> | Lack of facility within patients desired geographic area.        |
| ☰ | <input type="text"/> | Lack of access to necessary community services                   |
| ☰ | <input type="text"/> | Lack of guardianship/conservatorship/healthcare proxy            |
| ☰ | <input type="text"/> | Lack of secondary insurance                                      |
| ☰ | <input type="text"/> | Waiting for LTC Maine Care (Medicaid) approval                   |
| ☰ | <input type="text"/> | Patient has criminal history and/or is a registered sex offender |

22. Of the total number of patients awaiting discharge to SNFs reported in Question 1, please provide the number of such patients for whom the payer is as listed below. (Note: the total should add up to the number of patients awaiting discharge to SNFs reported in Question 1.)

- 1. Medicare Non-Managed: Medicare Non-Managed populations only
- 2. Medicare Advantage: Medicare Advantage and Medicare Managed Care populations only
- 3. Medicaid : Includes all MaineCare beneficiaries
- 4. Medicaid Presumptive Eligibility: The Affordable Care Act (ACA) allows qualified hospitals to make presumptive eligibility determinations for immediate, time-limited Medicaid coverage using self- attested information from certain individuals who appear to be eligible for Medicaid coverage, but are unable to complete a full Medicaid application at that time.
- 5. Dual Eligible: Includes all populations eligible for both MaineCare and Medicare benefits
- 6. Commercial Insurer: Includes Commercial Managed and Non-Managed populations
- 7. Self-Pay: Includes populations who pay out-of-pocket
- 8. Other State: Includes HSN and Other Government populations (i.e., other state Medicaid programs)
- 9. Other: Workers Compensation and any other populations

Medicare Non-Managed	<input type="text"/>
Medicare Advantage	<input type="text"/>
MaineCare	<input type="text"/>
Medicaid Presumptive Eligibility	<input type="text"/>
Dual Eligible	<input type="text"/>
Commercial Insurer	<input type="text"/>
Self-Pay	<input type="text"/>
Other State	<input type="text"/>
Other	<input type="text"/>

## Section 2: Other Questions Pertaining to Discharge to Shelters, Hemodialysis & Transport Issues

1. Please provide the number of homeless or housing unstable inpatients awaiting discharge to shelters:

2. Of the number of patients reported in Section 2 Question 1 (homeless or housing unstable inpatients awaiting discharge to shelters), please provide the number of patients that have been awaiting discharge for more than 7 days:

3. Of the number of patients reported in Section 2 Question 1 (homeless or housing unstable inpatients awaiting discharge to shelters), how many patients have behavioral health issues or substance use disorder (SUD)?

4. Please provide the number of patients who are medically cleared for discharge (to any setting) who remain in your facility SOLELY due to lack of transportation (i.e., bed available, transportation unavailable):

5. For patients who are medically cleared for discharge but awaiting transportation, what is the maximum time that a patient at your facility has waited for transportation in the past two weeks?

6. Of the total number of patients awaiting discharge to any setting, please provide the number of patients unable to find a bed due to lack of reimbursement for outpatient hemodialysis transportation and/or lack of available dialysis treatment chair:

7. What, if any, current strategies or workarounds does your organization have relative to securing transportation?



8. If you have sought assistance from the Maine Department of Health & Human Services (DHHS) with finding a placement for a patient, how helpful would you rate that assistance provided by DHHS? (scale of 1 - not helpful, to 5 - very helpful)

Not Helpful - Unresponsive to request/ no placement found	Mostly Helpful - Assistance provided and Placement secured, but process was slower than expected.	Very Helpful - Immediate assistance provided and placement found
★	★	★

Comments:

9. Have you sought assistance from the LTC Ombudsman with finding a placement for a patient? If Yes, what was the outcome?

- ☐ Yes
- ☐ No
- ☐ Unsure

Comments:

10. Is there anything else you would like to share regarding the process of discharging patients to post-acute care settings?

#### Section 4: Questions pertaining to patients stuck in the Emergency Department (ED)

**For many years, hospitals have shared that there are a growing number of patients stuck in the emergency department for prolonged periods of time. The following questions will attempt to quantify the number of patients stuck in each emergency department and some of the factors impacting placement to more appropriate care settings.**

1. How many licensed ED beds are in your hospital?

2. How many of your licensed ED beds are staffed in your hospital?

3. How many patients are currently in your ED?

4. Of those patients reported in question 3, how many are age 17 or younger?

5. Of those patients aged 17 or younger, how many have been boarding in your emergency department for more than:

48 hours

>48 hours but less than one week

7 to 14 days

15 to 30 days

31 to 60 days

61 to 120 days

>3 months

6. Of those reported in question 4, how many have displayed violent behaviors impacting healthcare staff?

7. Have any staff been injured or threatened, verbally or physically, by patients > 17 years of age your emergency department?

☐ Yes

☐ No

8. If Yes, how many have been impacted in the past week?

9. Of those patients aged 17 or younger reported in Question 4, how many are experiencing extended ERs stays due to the following reasons?

Abandoned by  
Guardian:

Ambulance/transport  
Unavailable:

Availability of CCSU  
bed:

Availability of  
Community Services:

Availability of  
Inpatient Bed:

Availability of PNMI /  
Residential Placement:

Availability of  
Resource (Foster)  
Home Placement:

DHHS Guardian  
Unable to Secure  
Alternate Placement:

Guardian Does Not  
Wish for Youth to  
Return to Their Home:

Guardian Unwilling to  
Accept Discharge  
Recommendation:

10. Of those patients reported in question 4 (<17 years old), how many are awaiting beds/placements in the following settings?

Inpatient bed for  
medical management

Detox/SUD/ODU Tx  
facility

Inpatient psychiatric

Behavioral Health  
Home/PNMI/IDD  
Facility

Home

Other

11. Of those patients report in question 3, how many are 18 and older?

12. Of those patients aged 18 or older, how many have been boarding in your emergency department for more than:

48 hours	<input type="text"/>
>48 hours but less than one week	<input type="text"/>
7 to 14 days	<input type="text"/>
15 to 30 days	<input type="text"/>
31 to 60 days	<input type="text"/>
61 to 120 days	<input type="text"/>
>3 months	<input type="text"/>

13. Of those patients aged 18 or older, how many experiencing extended ERs stays due to the following reasons?

Availability of Community Services:	<input type="text"/>
Availability of Medical Inpatient Bed in your hospital:	<input type="text"/>
Availability of Medical Inpatient Bed in another hospital:	<input type="text"/>
Availability of PNMI / Residential Placement:	<input type="text"/>
Lack of Transport to Move Patient:	<input type="text"/>
Availability of Inpatient Psychiatric Bed:	<input type="text"/>
Availability of Detox Bed:	<input type="text"/>
Availability of SNF bed:	<input type="text"/>
Lack of Guardianship	<input type="text"/>
Lack of Insurance	<input type="text"/>
Guardian/Family unwilling to accept discharge recommendation	<input type="text"/>

14. Of those reported in question 11, how many have displayed violent behaviors impacting healthcare staff?

<input type="text"/>
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15. Have any staff been injured or threatened, verbally or physically, by the patients <18 years of age in your emergency department?

- ☐ Yes
- ☐ No

16. If Yes, how many have been impacted in the past week?

17. Of those patients reported in question 11, how many are awaiting beds/placements in the following settings?

Inpatient bed for  
medical management  
(Interhospital)

Inpatient bed for  
medical management  
(Intrahospital)

Detox/SUD/ODU Tx  
facility

Inpatient psychiatric

LTC/SNF

Behavioral Health  
Home/PNMI/IDD  
Facility

Other

18. What are the biggest factors affecting boarding patients in your emergency department?  
(Please describe)

Factor 1:

Factor 2:

Factor 3: